

# FREQUENTLY ASKED QUESTIONS

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## Thanks for considering joining us for the colour run - we look forward to seeing you join us

### Do I have to participate in the colour run?

No, you can either walk around the colour station and then continue walking/running/dancing around the Hamilton Lake section, or you can stay behind and hang around in the Innes Common area, where there will be food trucks and some entertainment zones. We will have volunteers around the Lake celebrating your journey with you.

### When will tickets be released and what will be the cost?

There are plenty of moving parts behind the scenes, and we're lucky to have some incredible people helping bring this event to life. If you register your interest using the forms above, you'll get an email update as soon as tickets are available. Ticket pricing: Adult - 16yr old plus - \$20. Child- 6-15yr old- \$10. Child-Under 6 - Free. Family Pass - 2 Adults 3 Children - \$50. We'll also be introducing a 'pay it forward' donation option, allowing you to gift a ticket that we'll pass on to someone who might not otherwise be able to join.

### Is there an age limit?

This event is family-friendly, and we encourage all to participate. If you need certain access requirements, please let us know. Children under 14 years need to be accompanied by a responsible person who is 16 years or older.

### Can I bring my dog?

You're welcome to bring dogs to Innes Common as long as they're on a lead. That said, we'd suggest leaving them at home for this one - the event will be noisy, crowded, and could be overwhelming for them. We want the day to be enjoyable for everyone, and this might not be the most comfortable setting for our four-legged friends.

### Is the event wheelchair or pushchair accessible?

The colour run/walk course and event zones will mostly follow the grassed areas at Innes Common, with some

sections crossing concrete pathways. Please note that the grass can be uneven, which may present challenges for wheelchair users. You're warmly invited to join the lake circuit instead, which features a mix of footpaths and boardwalks. The loop is around 4km and generally takes 45-60 minutes to complete, depending on your pace. Please note that if you intend to participate in the colour stations, you need to be prepared that they will be covered in coloured powder.

### Will it be cancelled if wet weather?

This is an all-weather fundraising event. In the unlikely case of extreme or dangerous weather (e.g. torrential rain, storms, or high winds), the event may be cancelled for safety reasons. As this is a charity fundraiser, tickets are non-refundable, with all proceeds going directly to Ronald McDonald House Charities in New Zealand. We appreciate your support and understanding.

### What is the fundraising for?

This is a fundraising event in support of families that need a home away from home when their child is unwell and in hospital. All net proceeds will be donated directly to Ronald McDonald House Charities. Visit [www.rmhc.org.nz](http://www.rmhc.org.nz) for more information about the charity.

### How long is the course / track?

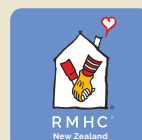
The Hamilton Lake loop is approximately 3.8km. On average, it takes 45-60 minutes to walk or 15-20 minutes to run. If you're planning to dance and groove your way around, be sure to allow a little extra time to soak up the fun! You can go at your own pace.

### What activities can I expect at the event?

Food Trucks, Music, Face Painting, Colour Throw Stations, Bubbles, Colouring and so much more

**HamiltonColourRun.co.nz**

ALL NET PROCEEDS GO TO RMHC® NZ



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## **What if I have lost property - who do I contact?**

We will keep all lost property for a total of 14 days, and then it will be donated to local charity organisations within Waikato. If you have lost any property, please check at the Information centre on the day or email the description to [colourrun@pjmaccas.co.nz](mailto:colourrun@pjmaccas.co.nz)

## **Do I need to pre-purchase a ticket to participate in the event?**

Yes, pre-purchased tickets help us guarantee the setup and make it the best possible experience for all participants.

## **Can I buy tickets on the day?**

No - tickets must be purchased in advance. If a friend wants to join but hasn't purchased, they're welcome to attend as a supporter. We encourage a donation to Ronald McDonald House via our donation buckets or online. Merchandise is not guaranteed without a ticket.

## **Can I transfer my entry to someone else?**

Entries are generally non-transferable. Please email us if you have an urgent request, and we'll do our best to accommodate.

## **Are there refunds?**

No refunds will be given. As this is a charity fundraiser, all proceeds go directly to Ronald McDonald House (RMHC NZ). If the event is cancelled due to severe weather or safety reasons, we will provide instructions via email and social media, but your tickets will not be refunded; but donated to RMHC NZ.

## **I have registered - now what?**

You'll receive a confirmation email with event details. Closer to the event, we'll send your event pack information and pickup instructions. Follow us on facebook, and join the facebook group for up to date event info.

## **What if I don't want the merchandise - can I get a discounted ticket?**

Merchandise is included in all ticket prices. You're welcome to gift your items to someone else if you prefer.

## **What if I don't like the merchandise? Do I have to wear it on the day?**

You don't have to wear the included gear. We recommend using your own eye/head protection as this helps prevent colour powder from sticking to sensitive areas.

## **On the Day Planning**

### **What do I need to bring?**

Your ticket (digital or printed)  
Sunglasses/goggles (we will provide some)  
Comfortable running gear (that you don't mind getting colourful!)  
Bandana or mask, if you prefer extra protection  
A towel or poncho for your car or yourself after the run  
A water bottle (additional drinks are purchasable from food trucks on the day)

### **Can I bring a pram/stroller?**

Yes! Just note it may get colourful too. We suggest covering it with a light sheet or plastic wrap.

### **Do I need to be at the prizegiving to win a spot prize?**

Yes - you must be present at the prizegiving to claim your prize. The prize will be drawn again and given to someone else if you are not present.

### **Where can I park?**

There are designated carpark areas near the Innes Common area (Access is via the Alison Street end of Lake Crescent) and surrounding the Hamilton Lake loop. We also encourage biking, walking, or public transport where possible.

### **What food and drinks will be available?**

There will be a range of food trucks offering options such as dumplings, Korean fried chicken, ice cream, coffee, and more. Dietary-friendly options (GF, vegetarian, vegan) will be available where possible.

### **Can I bring my own food?**

Yes, you may bring your own snacks, picnic blankets and foldable chairs, but please do not bring any umbrellas, or pop-up gazebos due to our health & safety compliance.

### **Personal Belongings**

Please note that you are responsible for your own belongings at all times.  
Do not leave bags or valuables unattended - the event organisers cannot accept liability for lost, stolen, or damaged items.

# FREQUENTLY ASKED QUESTIONS

## **Are there toilet facilities?**

Yes, public toilets, including wheelchair-accessible options, are available at Innes Common.

## **Prohibited Items**

For the safety and enjoyment of all participants, certain items are not permitted at the event. These include alcohol, illegal substances, glass, weapons, fireworks or flammable materials, large furniture or structures, drones (unless permitted), motorised vehicles, toy weapons, musical instruments or noise-making devices, and any unauthorised promotional materials. Animals are only allowed if they are certified service dogs. Event staff may also restrict any items they consider unsafe or potentially hazardous. We reserve the right to update these rules as needed to ensure everyone's safety.

## **Safety & Colour Powder**

### **Will running through the colour zones affect my vision or breathing?**

The colour powder is certified non-toxic, made of cornstarch, baking soda, and food-grade dyes. Participants are encouraged to wear glasses/goggles and their own optional mask or bandana for comfort.

### **What if I'm pregnant?**

Please consult your doctor. Many pregnant runners participate safely, but we recommend extra precautions such as goggles/glasses and some form of face/inhalation protection

### **What if it gets in my eyes or I swallow some?**

It's fairly low risk. Rinse eyes with water if needed. Accidentally swallowing a little is not harmful - it just tastes not very pleasant!

### **Will the colour stain my hair, clothes, or shoes?**

**Clothes/shoes:** Colour mostly washes out, but some light staining may remain. Best to wear items you don't mind getting colourful.

**Hair:** Colour washes out of most hair. Lighter hair may hold colour longer. Applying oil before the run can help or wearing a hat during the colour run, and stubborn colour can be removed with bi-carb soda and anti-dandruff shampoo.

## **Is it safe to bring cameras and phones into the colour zones?**

We recommend protective covers/dust wraps. The event is not liable for any damage to cameras or phones.

## **Will there be cleaning stations?**

Yes! We aim to have some fun water play. Still, we recommend bringing a towel and a fresh change of clothes.

## **How does the colour affect cars?**

The colour can transfer to the seats. Use a towel, rubbish bag, or poncho before sitting down.

## **Event Logistics**

### **Is the race timed?**

No, not this year, but maybe next time, for now, this is a fun event that you can run, walk, or dance at your own pace. It's all about colour, family, and community - not speed.

### **Lost property - who do I contact?**

Lost property will be held for 14 days before being donated to a local charity. Please email [colourrun@pjmaccas.co.nz](mailto:colourrun@pjmaccas.co.nz) with a description of the item.

### **What public transport is available?**

**Buses** (check Sunday schedules: <https://www.busit.co.nz/>)

**Lime scooters** (limited availability, phone app + data required)

**Walking or biking** is encouraged where possible

### **Where is the Hamilton Colour Run held?**

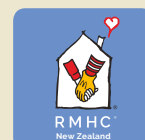
The event takes place at Innes Common, Hamilton Lake, NZ

### **What time does the Hamilton Colour Run start/finish?**

The event begins at 10am, the run approx between 10.30-11am and prizegiving follows shortly after noon.

### **Is the Hamilton Colour Run suitable for children?**

Yes! This is a family-friendly event suitable for all ages. Children under 14 must be accompanied by an adult.



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## Is this the official “Color Run”?

No - this is a local community fundraiser for Ronald McDonald House. We are not affiliated with the international “Color Run™” brand.

## Fundraising Questions

### Where does the fundraising money go?

100% of net proceeds from ticket sales and donations go directly to Ronald McDonald House Charities NZ.

### How do I sign up for fundraising?

Signing up is nice and easy. You just need to be at least 18 years old. Click on the “Sign up” button and fill out your name, email, choose a fundraising goal and upload a pic of you! We'll then log you into your fundraising dashboard to start your campaign.

### Can I form a team?

You sure can! A team is a great way to fundraise with friends and family. Create a team when you sign up, or afterwards from your fundraising dashboard.

### How do I receive donations?

If it's your first time fundraising, asking for donations can be daunting. But don't be scared, friends and family want to support you! Just explain what you're doing and why you're doing it, then ask. If you don't get any donations the first time, you can always ask again later.

### How do I thank my donors?

Getting donations is exciting, but make sure you say thanks! You can thank your donors by logging into your fundraising dashboard, scrolling down to your donation feed, and clicking the little heart icon. Write a message, and we'll send it to your donor on your behalf.

### How do I get into my account?

Can't log in? No good! It's easy to reset your password though. Just head to the login page and click “Forgot your password?”. It'll send you an email, then you'll be on your way. If you didn't receive the email make sure you check your junk or spam folder. It might take a few minutes to arrive.

## What are my fundraising badges?

Badges are how we recognise you for being awesome! You'll be awarded them automatically, and all your donors can see how much of a superstar you are.

### How do I donate to myself?

Donating to yourself is a great way to get started. It'll show donors that you're committed, and you've broken the ice by going first. In your dashboard just click “Sponsor myself” to chip in to your campaign.

### How do I convince people to donate?

When you're talking about why you are fundraising, make sure you speak personally. People are chipping in, because this cause is important to you. Tell a personal story about why you've taken this incredible step to fundraise for us.

### Can my whole family join?

Absolutely! You can create a fundraising page for your whole family if you like. Or, if you each want your own page then you can form a team and we'll tally your fundraising together.

### Someone gave me cash, what do I do?

Don't worry, it often happens. You can deposit the funds in your own bank account and then donate to the cause separately.

### What if I want to cancel my page?

That's ok, things come up! Just get in touch and we can remove your fundraising page from the campaign.

## Feedback & Issues

### What if I have a complaint or feedback?

We welcome feedback via our feedback form on our website. Please email [colourrun@pjmaccas.co.nz](mailto:colourrun@pjmaccas.co.nz) and our team will get back to you.

